References

1. Abhijit Chakravarty (2011), Evaluation of service quality of hospital outpatient department services, Medical Journal Armed Force India,67, 221-224, DOI: http://dx.doi.org/10.1016/S0377-1237(11)60045-2

2. Ananya Roy, Aparajita De and Abhranil Tah (2013): Autonomous Hospital Management System Using Bluetooth Technology Developed on Python, International Journal of Scientific and Research Publications, 3, 1-10, 2250-3153.

3. Ayanthi Saranga Jayawardena (2014),The Electronic Hospital Information System Implemented at the District General Hospital Trincomalee - An Experience of Business Process Re-Engineering, an open access journal,1-7, 2161-0711

4. Aswar Nandkeshav R, Kale Kalpana M, Rewatkar Mangesh P, Jain Akanksha, Barure Balaji S (2014): Patients' Waiting Time and Their Satisfaction of Health Care Services Provided at Outpatient Department of Government Medical College, Nanded (Maharashtra, India), International Journal of Health Sciences and Research, .4, 21-27, 2249-9571

5. Adebayo Peter Idowu1, Olajide Olusegun Adeosun, Kehinde Oladipo Williams (2014): Dependable Online Appointment Booking System for Nhis Outpatient in Nigerian Teaching Hospitals, International Journal of Computer Science & Information Technology, 6, 59-73, DOI:10.5121 /ijcsit.2014.6405

6. C. Kavitha, A. Venkat Ramana, S. Sushma Raj (2012), Embedded Management System for Out Patient Department, International Journal of Embedded Systems and Applications (IJESA), 2, 47-56, DOI : 10.5121/ijesa.2012.2305

7. Condotta A, N.V. Shakhlevich (2014), Scheduling Patient Appointment Via Multilevel Template, Operation Research For Health Care, 3, 129-144, 2211-6923

8. Diwakar Gupta, Brian Denton (2007), Appointment Scheduling in Health Care: Challenges and Opportunities, IIE Transactions, 40, 800-819, 0740-817X

9. Dr Nirmalya Manna, Dr Md Samsuzzaman, Dr Saikat Das (2014): A Time Motion Study in the OPD Clinic of a Rural Hospital of West Bengal, IOSR Journal of Dental and Medical Sciences, 13, 34-37, 2279-0853, 2279-0861

10. Dr. Sandesh Kumar Sharma, Dr. Sudhinder Singh Chowhan (2013), Patient Waiting Time: It's Impact on Hospital Outpatient Department, IJSR - International Journal Of Scientific Research, 2, 253-254, 2277 – 8179

11. Dr. Sandesh Kumar Sharma, Dr. Sudhinder Singh Chowhan (2013) **:** Patient Survey to Measure the Quality of Care Provided by Health care Providers in OPD of Tertiary Care Hospitals, Indian journal of research, 2, 208-209, 2250-1991.

12. Fatma Poni Mardiah , Mursyid Hasan Basri (2013), The Analysis of Appointment System to Reduce Outpatient Waiting Time at Indonesia's Public Hospital, Human Resource Management Research, 3, 27-33, 2169-9607

13. G.Mageshwari, E.Grace Mary Kanaga (2012), Literature Review on Patient Scheduling Techniques, International Journal on Computer Science and Engineering (IJCSE), 4, 397-401, 0975-3397.

14. Godphrey G. Kyambille, Khamisi Kalegele (2015), Enhancing Patient Appointments Scheduling that Uses Mobile Technology, International Journal of Computer Science and Information Security, 13, 21-27 , 1947-5500

15. Hyun-Jung Oh, Ana Muriel, Hari Balasubramanian, Katherine Atkinson, Thomas Ptaszkiewicz (2013), Guidelines for Scheduling in Primary Care Under Different Patient Types and Stochastic Nurse and Provider Service Times , IIE Transactions on Healthcare Systems Engineering, 3, 265-279, 1948-8300

16. Ishan P Lade, Sandeep A Chowriwar and Pranay B Sawaitul (2013): **S**imulation of Queuing Analysis in Hospital, International Journal of Mechanical Engineering and Robotics Research**,** 2, 122-128, 2278 – 0149

17. Irin Sherly. S, Mahalakshmi. A, Menaka. D, Sujatha. R (2016), Online Appointment Reservation and Scheduling for Healthcare- A Detailed Study, International Journal of Innovative Research in Computer and Communication Engineering, 4, 2053-2059, 2320-9798

18. Linda V. Green, Sergei Savin (2007), Reducing Delays for Medical Appointments: A Queueing Approach, Operations Research, 56, 1526-1538, 0030-364X.

19. Pradipti Verma, Dr. Risha Saxena (2015), An Effective Time Motion Study (Tms) On Opd Patients Of A Tertiary Care Hospital In September 2015 In Goa, International Journal Of Research Science & Management, 2, 51-52, 2349- 5197

20. Priyanka Patil, Sruthi Kunhiraman, Rohini Temkar (2013), Functional Description of Online Medical Management System Using Modern Technology, International Journal of Engineering Science and Innovative Technology (IJESIT) ,2, 432-437, 2319-5967

21. Ricardo Pérez, S. Jöns, Arturo Hernández (2013), Study of a Queue Model Using an Estimation of Distribution Algorithm, International Journal of Soft Computing and Engineering, 3, 63-65, 2231-2307

22. Sam Afrane and Alex Appah(2014), Queuing Theory and the Management of Waiting-time in Hospitals: The case of Anglo Gold Ashanti Hospital in Ghana, International Journal of Academic Research in Business and Social Sciences, 4, 34-44 , 2222-6990

23. Sreekala P, Arpita Dan, Elizabeth M Varghese (2015): Patient Waiting Time in Emergency Department, International Journal of Scientific and Research Publications, 5, 1-3 , 2250-3153

24. Swabik Musa Abdulla Wani, Suresh Sankaranarayanan (2014), Intelligent Mobile Hospital Appointment Scheduling and Medicine Collection, International Journal of Computer and Communication System Engineering, 1, 47-58, 2312-7694

25. S. Sri Gowthem, K.P. Kaliyamurthie (2015), Smart Appointment Reservation System, International Journal of Innovative Research in Science, Engineering and Technology, 4, 3985-3994, 2347-6710.

26. Srividya Bhat , Nandini S. Sidnal , Ravi S. Malashetty , Sunilkumar. S. Manvi (2011), Intelligent Scheduling in Health Care Domain, International Journal of Computer Science Issues, 8, 214-224, 1694-0814.

27. Obulor R. , Eke B. O. (2016), Outpatient Queuing Model Development For Hospital Appointment System, International Journal of Scientific Engineering and Applied Science,2, 15-22, 2395-3470

28. Shrutika Joshi, Kalyani Nagare, Tejashri Wakchoure, Ashwini Bhingare (2014), Preparing for Tomorrows Challenges Today, with Automation in Hospitals, International Journal for Research in Applied Science and Engineering Technology, 2, 151-155, 2321-9653

29. Yeo Symey, Suresh Sankaranarayanan, Siti Nurafifah binti Sait (2013), Application of Smart Technologies for Mobile Patient Appointment System, International Journal of Advanced Trends in Computer Science and Engineering, 2, 74-85, 2278-3091.

30. Zhu Z. C.,Heng B.H.,Tewok K.L.(2009), Simulation Study of the Optimal Appointment Number for Outpatient Clinics, International Journal of Simulation Modeling, 3,156-165,1726-4529